

MEDICAL INPROCESSING FOR BASE NEWCOMERS



Step One: Register for TRICARE

Complete a multiple page Enrollment form during Base New Comer's In-processing. This will transfer your TRICARE benefits to the local area and assign you/your family to a Primary Care Manager. Questions concerning TRICARE enrollments can be directed to the TRICARE enrollments help desk in BLG 2114 or by calling DSN 479 2616/06371 46 2616.

Step Two: Complete Health Screening Tool

The information you provide for yourself and your family will be used to ensure that your health care needs are addressed in a timely and complete manner. Please do your best to answer all questions accurately and thoroughly; we are trying to identify any special needs that you or a family member might have requiring further evaluation or coordination.

Step Three: Active Duty "To Due" List

Active Duty members will receive a "To Due" list which will identify any items which need to be accomplished as soon as possible. Members will be escorted to the clinic for assistance in accomplishing designated tasks. While in the clinic, members will receive a mini-tour of the facilities.

Step Four: Medical Right Start Brief

All TRICARE enrollees need to attend a Medical Right Start Brief. This briefing is offered once a week at Base Intro (Wednesdays) at the Hercules theater. The brief is also provided during Spouse's Orientation held at Airmen and Family Readiness on Mondays. The briefing provides further details on information contained in this information sheet.

Step Five: Contact Numbers/Addresses

Update Your Address/Phone: www.tricare.mil/DEERS or by dropping address change card at the Tricare Front Desk Blg 2114.

If you or your dependants leave the local area for more than 60 days, please contact the TRICARE enrollments.



MEDICAL GROUP HOURS

- 0700-1630 M-F
- CLOSED ON FAMILY/GOAL DAYS, HOLIDAYS
- CLOSED 0700-1300 ON 1ST THURSDAY OF THE MONTH FOR TRAINING

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*Accurate
telephone
information
is necessary
in order to
contact you.*

EMERGENT CARE — International SOS 0044 20 8762 8133

For Emergent Care (Life, Limb or Eyesight) call 112 if necessary. If in the local area, proceed to Landstuhl Regional Medical Facility.

For Emergent Care while traveling in Europe, proceed to the nearest medical facility capable of handling your emergency. Contact International SOS at 00 44 20 8762 8133. If needed you may call them collect or call them and they will call you back. International SOS guarantees payment for emergency services, so you don't have to pay with a credit card. However, keep receipts and documentation of care. ALWAYS contact the TRICARE Service Center within 24 hrs. ALWAYS contact International SOS for assistance, payment and transportation.

For Emergent Care while traveling in the States: proceed to the nearest location where emergency services are provided. You do not need to contact anyone prior to care.

(For routine or non emergent care in Europe or the States, you must first contact your PCM to get a referral PRIOR to seeing anyone for care. To call your PCM from the States: 00 49 6371 46 2273).



To contact your Primary Care Manager

To request an appointment OR telephone consult with your PCM, please call 479-CARE (2273) or 06371 46 2273. You can also book an appt via www.tricareonline.com. Your PCM team has 72 hours to reply back regarding your telephone consult. Please ensure you leave a good contact number.

Audio Care will call 1-2 days prior to appt for reminder. If necessary, you can cancel the appointment by calling 479 CARE and select Option #2.

CARELINE: 06371 46 2273/DSN 479 CARE is open 0700-1630 M-F except on 1st Thursday of the month/goal days and holidays.

Avoid peak call times such as Monday 0700-0900.

Due to recent technology upgrades, it may be necessary to use a cell phone or DSN to call the CARE line.

Nurse Advice line connects you to a nurse in the US who will assess your symptoms and help direct you to appropriate care.

Nurse Advice 24 hrs X 7 days/week 00800 4759 2330

Best used for symptomatic calls (ie "I don't feel well").

Talk to a nurse day or night for health care questions/concerns or advice.

If needed can help schedule appt with your provider or arrange phone call with your provider.

Do not use Nurse Advice line for questions regarding profiles or medication refills.

Nurse Advice line cannot issue quarters, but can give advice on how to feel better now.

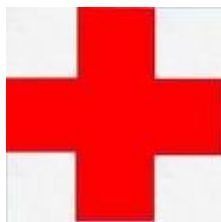
When stateside: call 1 800 625 7461 to reach the Nurse Advice Line.

Self Care Tips

"Taking Care of Yourself" and "Taking Care of Your Child" self help books available for free.

Self Initiated Care Kits (S.I.C.K.) Program available at First Time Airman Orientation (every other Thursday) and during Spouses Orientation (Mondays 0730-1400 at Airman & Family Readiness Center).

FYI per AFI 41-210 Unit Commanders and Supervisors are authorized to allow members to stay home for 24 hours. Active Duty members who are still ill after 24 hours must contact the clinic.



DIRECTIONS TO LANDSTUHL EMERGENCY

GPS ADDRESS: DR. HITZELBERGER STRASSE LANDSTUHL, GERMANY 66849

A6 coming from Kaiserslautern:

Take the A62 exit.

Take the second off ramp (direction of Landstuhl West & Pirmasens).

Once on the A62 take your 1st exit (the direction of Landstuhl West and Hauptstuhl).

At the end of the off ramp turn RIGHT and head up the hill (direction of Martinshohe, Zweibrücken, and U.S. Medical Center).

You will pass by the Media Gateway Facility/Heliport area on your left but you need to continue driving for about another 500 meters.

Veel LEFT at the corner where the priority road sign gives priority to those continuing around to the right. (direction U.S. Medical Center Gate 3).

Drive straight to Gate 3.

A6 coming from Saarbrücken:

Take the A62 exit in the direction of Landstuhl West & Pirmasens.

STAY on the on/off ramp so you get off on the first exit (the direction of Landstuhl West and Hauptstuhl).

At the end of the off ramp turn RIGHT and head up the hill (direction of Martinshohe, Zweibrücken, and U.S. Medical Center).

You will pass by the Media Gateway Facility/Heliport area on your left but you need to continue driving for about another 500 meters.

Veel LEFT at the corner where the priority road sign gives priority to those continuing around to the right. (direction U.S. Medical Center Gate 3).

Drive straight to Gate 3.

A62 coming from Kusel:

Take the Landstuhl West and Hauptstuhl exit.

At the end of the off ramp turn RIGHT and head up the hill (direction of Martinshohe, Zweibrücken, and U.S. Medical Center Gate 3).

You will pass by the Media Gateway Facility/Heliport area on your left but you need to continue driving for about another 500 meters.

Veel LEFT at the corner where the priority road sign gives priority to those continuing around to the right. (direction U.S. Medical Center Gate 3).

Drive straight to Gate 3.

A62 coming from Pirmasens:

Take the Landstuhl West and Hauptstuhl exit.

Turn LEFT at the end of the off ramp (direction of Martinshohe, U.S. Medical Center Gate 3.)

Drive through the first little village and continue straight until you get to the end of the road.

Turn RIGHT (direction of the U.S. Medical Center Gate 3).

Take your first RIGHT in the direction of U.S. Medical Center Gate 3 (where the priority road continues around to the left).

Drive straight to Gate 3.

For all: Once on the Post, drive straight to the Stop sign at the end of the road

1. Turn LEFT and follow the road around until you see the ER on your right.
2. You will need to park your car in the parking area on your LEFT.



MEDICATIONS 06371 86 5601 or 479 CARE Opt 3

To Transfer Current (< 365 days) Prescriptions from previous base: Bring original bottle/box to pharmacy (Blg 2114). Medication refill will depend on local formulary.

New Prescriptions must be filled at Ramstein (or Landstuhl) pharmacy in person.

Refills — please call 06371 86 5601. You can chose to have refill dispensed to KMCC script center
Exception: liquids and narcotics can not be placed in the script center.

After requesting transfer of prescription from previous base, please allow 3 duty days for processing.

KMCC Script Center for Medication Refills

Getting Started:

1. Call in your refills as usual 0637186-5601 or 486-5601
2. Select "Script Center" as your pickup location.
3. Go to Script Center and select "Enroll". **NOTE: You must bring one of your prescription numbers to complete the one-time Enrollment.**
4. Follow the Script Center screens to pickup your refills... Anytime!

Using Script Center :

1. "Log In" with your Fingerprint & PIN or ID & PIN
2. Review refills to pickup
3. Sign
4. Grab and go!



RECOMMENDED HOME MEDICATIONS

MEDICATION & TOOL LIST	USE	EXAMPLES
3% Hydrogen Peroxide	cleanse minor wounds	hydrogen peroxide
acetaminophen, ibuprofen, naproxen or	relieve pain , to lower fever	tylenol, tempra, advil, aleve,
antacids	to relieve stomach upset	Maalox, Alka-Seltzer, Tagament, Pepcid-AC
skin soothers	to treat skin irritation	Lubriderm, Vaseline, Alpha-Keri
liquid acetaminophen	to relieve pain & fever young children	Tylenol, Tempra
antihistamines and decongestants	to treat allergy symptoms	Actifed, Benadryl, Dimetapp, Sudafed
nose drops and sprays	to treat runny nose	Afrin, Neo-synephrine, Vicks
cold tablets	to treat cold symptoms	Contac, Dimetapp, Triaminic
cough syrups	to treat coughing	Robitussin-DM, Triaminic-DM, Vicks Formula 44
laxatives	to treat constipation	Effer-Syllium, Metamucil
diarrhea remedies	to treat diarrhea	Kaopectate, Pepto-Bismol
artificial tears eye drops	to treat irritated eyes	Refresh eye drops
zinc oxide	to treat hemorrhoids	Desitin, Preparation H, Anusol,
antifungal preparations	to treat skin fungus	Tinactin, Lotrimin, Desenex, Clotrimazole
hydrocortisone cream	to treat rashes	Cortisone, Benadryl, CaldeCORT,
sunscreen agents	to prevent sunburn	recommend SPF 15 or greater
wart removers	to remove some warts	Compound W, Wart Off
thermometer	measure body temperature	
CHILDRENS MEDICATION LIST	USE	EXAMPLES
sunscreen	to prevent sunburn	recommend SPF 15 or greater
antihistamine	to treat allergy symptoms	Atarax, Claritin, Benadryl
decongestants	to relieve stuffiness	Atarax, Claritin, Benadryl
cough suppressants	to treat cough	Robitussin DM, Robitussin A-C,
nose drops	to treat runny nose	Nasalcrom, Afrin, Vancenase
soothing lotions	to relieve itching	Calamine Lotion
pain reliever	to relieve discomfort and pain	Acetaminophen, Ibuprofen, Tylenol, Tempra, Advil
fever reducer	to reduce fever	Acetaminophen, Ibuprofen, Tylenol, Tempra, Advil
vaporizer	to relieve cough, croup	

TRICARE DENTAL**0049-6302-676358**TRICARE Eurasia-Africa Dental Plan Coordinator e-mail: TDP@europe.tricare.osd.mil

RAMSTEIN DENTAL CLINIC: 06371 46 2210 OR DSN 479 2210

Active Duty military will receive dental care at the nearest Dental Treatment Facility.

Active Duty Family members may use Military Dental Treatment Facilities on a space available basis. Availability is limited and should not be depended on as the sole source of dental care. Enroll in the TRICARE Dental Program for active duty members at www.tricareonline.com

Important — as you get settled here on base, review dental insurance options for your dependants and enroll as needed.

WWW.TRICAREONLINE.COMTo Register

1. Go to www.tricareonline.com
2. Read Online Privacy Statement/security policy and click "I Agree"
3. Click Site Registration
4. Click Patient Registration Only
5. Read disclaimer and click I Agree
6. Follow online instructions to complete registrations

Need Help? OCONUS customer service line in Germany 0800 101 1129

Schedule Appointment

1. Go to www.tricareonline.com
2. Read Online Privacy Statement/security policy and click "I Agree"
3. "Log On" with username/password or CAC
4. Click "Appointments"
5. Select "Visit Reason", then "View Available Appointments"
6. Select Appointment or follow directions to other options

**www.tricareonline.com**

View your lab results with BLUE BUTTON!



Book appointments at APPOINTMENT CENTER

Renew prescriptions at RX REFILL!



LOG IN — CAC enabled or password access



Ramstein TRICARE Office Beneficiary Counseling & Assistance

Location: 86 MDG, Building 2114
First Floor (Main Entrance)

Commercial: 06371-46-2616
DSN: 479-2616

Referral Management Center 479 2101/06371 46 2101

After receiving referral for specialty care, please stop by Ramstein TRICARE Service Center (1st Floor Bldg 2114) to update contact information.

You will need to wait 3 duty days for the referral to be reviewed by Landstuhl Regional Medical Center.

After 3 days, call the Landstuhl Appointment line (06371865762 or DSN 486 5762) to see if your referral has been appointed to the military treatment facility or deferred to the network. If your referral is with the MTF, you can now schedule your appointment.

If the appointment has been deferred to Network, contact the Ramstein TRICARE Office, 479-2028 or 06371-46-2028 to book your appointment.

Ensure you pick up your authorization paperwork and any necessary medical documentation from TRICARE prior to your off base appointment.

You must schedule an appointment within 30 days of the referral. After 30 days, referrals expire.

Where to file a claim

Active Duty claims should be sent to:

TRICARE Europe
WPS-Claims Processing
PO Box 7968
Madison, WI 53798-8976

Active-Duty family member and all TRICARE Standard claims should be sent to:

TRICARE Europe
WPS-Claims Processing
PO Box 8976
Madison, WI 53798-8976

Required Documents for Filing a Claim:

A Completed TRICARE Claim Form CMS 1500. If you have paid for the care, indicate on the form that payment should be made to the beneficiary and specify the currency in which it should be made.

Itemized bill detailing all charges.

Receipts, if applicable, for the amount the patient paid to the physician or hospital.

A completed payment authorization form from the MTF for active duty members.

Where to go for help

Your TRICARE Service Center or TRICARE Point of Contact should be your first stop if you need help filing a claim.

If you receive a medical bill, contact your TRICARE Service Center immediately.

You must schedule your appt with a referral within 30 days — after 30 days the referral will expire.

Helpful Websites

For Weather/Closure Updates: www.ramstein.af.mil/weatherinfo.asp

For Ramstein Base/Clinic Info: www.militaryinstallations.dod.mil

For Additional Resources: www.militaryonesource.com

For Updating Address/Phone: www.tricare.mil/DEERS

For TRICARE Eurasia-Africa: www.tricare.mil/tma/EurasiaAfrica/

For TRICARE Claims Processor: www.tricare4u.com

For TRICARE Dental: www.tricare dental program.com

For 86th Medical Group Facebook Page: <http://www.facebook.com/#!/pages/AFMS-Ramstein-86th-Medical-Group/215624871784925>



TRICARE REGIONS

TRICARE NORTH 1-877-TRICARE

Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, Wisconsin.

TRICARE SOUTH 1-800-444-5445

Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee, and the eastern portion of Texas.

TRICARE WEST 1-888-TRIWEST

Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, The west portion of Texas, Utah, Washington and Wyoming.

TRICARE OVERSEAS 1-888-777-8343

TRICARE Europe (Option 1)

TRICARE Pacific (Option 2)

US PREVENTATIVE SERVICES TASK FORCE RECOMMENDATIONS

Screening for Breast Cancer	Mammogram every 1-2 years for women age 40 and older.
Screening for Colorectal Cancer	Fecal occult blood testing every year OR Sigmoidoscopy every 5 years OR Colonoscopy every 10 years, for men and women aged 50-75.
Screening for Type 2 Diabetes	In adults with sustained blood pressure greater than 135/80 mmHg.
Screening for Cervical Cancer	Sexually active women with a cervix starting age 21 and every 2-3 years.

“An ounce of prevention is worth a pound of cure.”

Additional Resources at Ramstein

Disease Management
479 2202 or 06371 46 2202

For patients with Diabetes, Asthma, Elevated Cholesterol, Elevated Blood Pressure.

Health and Wellness Center
480 4292 or 06371 47 4292

For assistance with smoking cessation, nutrition, exercise and stress management. (<https://sg2.usafe.af.mil/RamsteinHAWC>)

KEY TELEPHONE NUMBERS

DSN	COMMERCIAL
479-XXXX (Ramstein Medical)	06371-46-XXXX
480-XXXX (Ramstein Base)	06371-47-XXXX
486-XXXX (Landstuhl)	06371-86-XXXX

International SOS 00-44-20-8762-8133

Ramstein Phone Numbers

EMERGENCY: 06371-47-112

AMBULANCE DISPATCH: 112

Appointments	479-CARE (2273)
Dental Clinic/Appointments	479-2210
Exceptional Family Member Program (EFMP)	479-2375
Family Advocacy/New Parent Support	479-2370
Flight Medicine	479-2282
HAWC	480-4292/2160
Immunizations	479-2530
Mental Health/ADAPT	479-2390
Force Health Mngt/Profiles	479 2269
Optometry	479-2350
Pediatrics/Appointments	479-2273
Pharmacy	479-2540
Physical Health Assessment	479 2081
Physical Therapy	480-1559
Public Health	479-2234
Radiology	479-2575

Landstuhl Regional Medical Center (LRMC)

LRMC Info Desk	486-7184
LRMC Central Appt Line	486-LRMC (5762)